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PROCEDURES MANUAL:
DEFENCE RESEARCH ESTABLISHMENT SUFFIELD
INFORMATION SERVICES (U)

by

J.G. Currie and A.M. Dickason

August 1988

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ABSTRACT

→ This document describes and illustrates procedures used by the two libraries at (DRES) to fulfil their day-to-day obligations and to meet their objectives. The procedures whereby DRES must interact with other DND components, such as the field of document retrieval, are also described.

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I. INTRODUCTION

The Defence Research Establishment Suffield (DRES) is one of six research facilities within the structure of Chief, Research and Development (CRAD) of the Department of National Defence. In DRES, the library is one element of the Information Services Group (ISG), a component of the Program Support Office (PSO). It serves the members of each of the other divisions: Defence Technologies Division (DTD); Defence Sciences Division (DSD); Administrative Division (AD); as well as the PSO.

DRES is involved in scientific and technical defence research in support of the Canadian Forces (CF). The main objective of the ISG is to provide library, information and publishing services for the scientific, technical and administrative staff at the establishment.

DRES is not formally attached to any library network; however, informal networks have been established both within and out of the Department of National Defence (DND). Certain information gathering tasks are the responsibility of the Director, Scientific Information Services (DSIS) through the CF Administrative Order 57-11. For the most part these tasks concern the internal distribution of foreign defence related material and the external distribution of Canadian

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defence related material. DRES relies on DSIS for document loans, select dissemination of information and distribution; but is not solely dependent on that office.

The nearest centre to the establishment is Medicine Hat, 52 kilometers away and the nearest research centre is Calgary, 280 kilometers away. Because of the isolation of the establishment, the library service at DRES is a vital information link for those in R & D and has necessitated the importance of some services, such as interlibrary loans over and above others.

The Library Service itself has been separated into two areas of responsibility; the document library and the reference library. The primary functions of the document library are the collection, acquisition and dissemination of scientific and technical reports and Defence related documents. The primary functions of the reference library are the collection, acquisition, and dissemination of monographs, periodicals and interlibrary loans, and the performance of on-line searches.

LIBRARY USERS

The library users consist primarily, but not exclusively, of in-house staff. The clientele are:

1. Approximately 130 scientific and technical staff in 23 fields of study who have ongoing research and information requirements in defence research.
2. Administrative and program support staff who have the need for information in support of their positions.

3. Contractors, with whom DRES has let contracts for particular aspects of research where individuals work within the DRES environment or in off-station offices.
4. Staff from CFB Suffield and BATUS. These requests are primarily of a reference nature and are in support of the Canadian Forces or British Army.
5. DSIS, libraries of CRAD and other DND libraries. These requests are for the loan of periodicals and/or defence related documents.
6. Other Canadian libraries who occasionally request the loan or photocopy of open literature material.

Reference questions of a defence nature or requests for items from the Document collection from non-DND components are forwarded to H/ISG for appropriate action by the Document Review Panel.

GOAL

The primary goal of the libraries is to provide for the information needs in support of the DRES research programme by:

1. Accessing information whether held or not.
2. Retrieving information whether held or not.
3. Developing the collection in accordance with the needs of the research programme.
4. Developing and maintaining services and procedures for an optimum level of service.

II. THE REFERENCE LIBRARY

The reference library is located in Rooms 304, 305 and 306; as well as the reading rooms in Buildings 8 and 13. The reference library, at present, maintains its own catalogue and borrower records and shares SDI, on-line retrieval and ILL functions with the document library. The goal is to amalgamate the catalogue functions of the two libraries but this will be an on-going process requiring several years of work.

III. COLLECTION

The Reference Library's collection consists of over 25,000 monograph titles and 247 current periodical titles. The collection is maintained and developed according to the Defence Research Establishment Suffield Information Services Collection Development Policy, Suffield Special Publication 113.

The library provides entry to the collection through a variety of access points. The monograph collection is indexed in a manual card catalogue. Access to this catalogue is by author and title/subject headings. A statement of requirements has been developed for the integrated on-line library system, LOLITA, (Library On-Line Information Transfer and Access). The first facet to be fully automated on LOLITA will be the catalogue. All new material is presently being coded on the library coding forms. LOLITA will offer 12 points of entry into the collection and will have the capability of boolean logic. In addition, a monthly accession list is printed, listing all the newly accessioned monographs and documents. This list is circulated to scientific and administrative personnel in the establishment as well as to other establishments as determined by the distribution list.

The periodical collection is controlled by a book catalogue. This catalogue provides the title, holdings and location of periodicals at DRES and is revised and printed on a regular basis. In addition to this source, the library has access to a number of on-line data-bases which provide indexes to articles and information within journals held in the collection. Library staff perform searches for individuals.

IV. SELECTION

Criteria for selection should correspond to the guidelines set down in the Defence Research Establishment Suffield Information Services Collection Development Policy, Suffield Special Publication 113. It must also be remembered that additional copies of monographs may be ordered only if there is substantial demand. Monographs on similar topics should not be ordered if items in the present collection contain the same information.

Any member of the research or support staff may request an item if it is in direct support of the research effort. Requests for purchases are submitted to the librarian who will decide if the request matches the selection criteria. Before ordering a request for purchase, the librarian should:

1. Check the collection, and if Library has 5 items or more on the requested topic, let the patron know.
2. Check the date. If item is older than 5 years:
 - a) Verify that the book is a classic, or
 - b) The last significant development in its field.
3. Determine from Patron the relevance to the programme.

Examples of questions to ask:

- a) What is the book about?
- b) What will it do for you?
- c) What is its relevance to the programme?
- d) If multiple copies on the same topic are requested, ask,
 - i) Can you prioritize, or
 - ii) Are they in series?
- e) Why did you choose this specific book?
- f) Do you want to search further in "Books in Print"?

Here are examples of responses to look for:

- 1. Its a classic, basic (dependent on what we already hold) or general text.
- 2. Describe most recent developments.
- 3. Supports a new programme or project.
- 4. Comes recommended.
- 5. Contains information to meet a mandated need. Eg: standards; specifications; scientific protocols; computer material to match existing equipment.

Complete order information is needed along with any literature on the title.

Since the library has responsibility for the acquisition and control of printed and microfilmed information materials, all requests for such information should be directed through the DRES library. Exceptions are software, merchandise catalogues and manuals used in the operation of equipment.

V. ACCESSION LIST

The accession list is typed up, printed and distributed to interested parties monthly. Following are the instructions for processing the monthly accession list. The first step in accessioning technical library books is the cataloguing. When books are catalogued during the month they are coded on the library coding forms.

These forms are reformed into catalogue cards then the cards are filed behind the last card in the accession file. At month end, along with these cards, you will also receive a stack of library coding forms from the document library. These will have to be typed up in the format described in section XV.

Once all the library coding forms have been received, reformed into catalogue cards on the AES, checked for errors and corrected the next step is sorting. There is a detailed listing (in the "Accessions-title page" file) of the subject headings under which the document cards must be sorted. Once this is completed the information is then entered onto the word processor. The more experienced secretaries are a great help to beginners at this stage. When entering the information from the coding sheets onto the machine both libraries have a particular format to follow. For the document library you must enter the cards by subject. The reference library cards all go under "Reference Library" in alphabetical order by title. Examples are given in prior accession listings, found in the "Accession List" file. The format for the Document Library entry is as follows:

Figure 1: The Accession List Entry/R & D Document

132-85 RECONNAISSANCE, DETECTION, AND IDENTIFICATION (U)
USERS' MEETING 19-21 June 1984. Chemical Research and
Development Center, Aberdeen Proving Grounds, ML.,
CDRC SP-85001, n.a. Nov 1984.

The format for the Reference Library entry is as follows:

Figure 2: The Accession List Entry/Monographs

PE1625 Sykes, J.B. (ed). The Concise Oxford Dictionary of Current
S83 English. Oxford: Oxford University Press, 1982.
1982

When all the information has been entered and proof-read, a print out is made. Prepare the title page (following the examples of earlier ones), take the accessions list upstairs to Printing Services and make 18 copies; file the original. Distribute the copies according to the list in the "Accessions-title page" file.

When all has been done, typed and distributed, take the cards and tape them to blue sheet, divided according to the number of copies required. The cards required are:

Document: 1 for the accession file
 1 for the self folder
 1 for the corporate author (Main Entry)
 1 for each personal author

- 1 for each subject (signified by a 1, 2, etc)
- 1 for each added entry (signified by I, II, etc. (These are usually contract reports or NATO file numbers. They are filed with the corporate authors).

Monograph: 1 for the title (Main Entry)

- 1 for the accession file
- 1 for each personal author
- 1 for each subject (signified as above)
- 1 for series. (When deemed necessary, see Section VIII Cataloguing and Classification).

The blue sheets are then given to the Print Shop. After printing the appropriate file headings are typed on the cards and they are filed accordingly.

VI WEEDING

As space is extremely limited in the DRES library it is important that weeding occur on a continuing basis. The goals of weeding are:

- a) That the primary collection areas are to consist of a core collection of books and materials most likely to be used by clients and
- b) That only relevant books remain in the collection allowing for both recall and precision.

A complete weeding policy is being written. It is anticipated that it will be published in 1988.

VII. ACQUISITIONS

As mentioned in Section III, collection development is the job of the librarian. Clients are encouraged to suggest titles. If a title meets the criteria for addition to the collection the following steps are taken:

1. Verify that the item is in print and that the bibliographic information is correct. This is done on-line with the Books In Print data base.
2. To ensure that we don't already have the item check the catalogue, recent accession lists and the on-order file.
3. Type up a purchase order, assigning a PO number. Each April 1 start a new purchase ordering number system with the year followed by the 3 digit order number: eg:88-001. Standing order numbers must also be changed at the beginning of the new fiscal year. Then enter the following details in the black ledger: PO number, date, supplier, requester, estimated cost.
Price the book at \$75.00 if price is unknown.
4. For items under \$50.00 do not assign a PO number but use Petty Cash. This is also registered in the black ledger.
5. Purchase orders are in 4 copies. Send two to purchasing and keep one on the outstanding PO file in the library; most recent on top. Send the original to supplier.
6. Make sure a card is filed by title in the on order file for each item ordered.
7. If the item is to be prepaid (avoid if possible) type prepaid on the PO and forward to purchasing, asking them to send prepayment to supplier. Also send a copy of the PO to the supplier with a note saying a Government of Canada cheque to follow.

8. For incomplete prepaid PO's follow up 6-8 weeks after date on PO by telephoning the supplier. Send written reminders when the PO's have become dated, over 90 days (3 months).
9. Let finance know when goods have been received on prepaid PO's so they can close the file.
10. Use Canadian distributors whenever possible.
11. If the invoice preceeds the book, hold it in the black ledger until the merchandise arrives. Make a note of it on our copy of the PO.
12. Reprints of published articles are often sent directly to DRES authors(s). Check to make sure they have received them when the invoice comes in.
13. On receipt of the merchandise and invoice, enter the actual cost, shipping, total cost, date received and date paid in the black ledger.
14. The librarian or H/ISG signs the invoice, highlights the PO number on the invoice and then forwards it to finance for payment.
15. Record date paid and date received on our copy of the purchase order. When the goods have been received and the PO forwarded for payment, remove the purchase order from the incomplete file and place on the completed purchase order file.
16. For invoices received for interlibrary loans, follow the same procedure as invoices received for books. In addition, stamp the PO with "Certified in Support of DRES Research Programme".
17. Take the card out of the on order file, write date received and place together with the book into the cataloguing basket.
18. If the item is not to be catalogued, it may be sent directly to the requester.

Where to get items:

Books: Addresses for Canadian publishers and distributors are available in the address file and various directories in the library. You may have to go occasionally to British and American sources. Jobbers have been avoided here because of delay. Avoid using bookstores to do the work. Books out of print may be ordered from:

U.M.I. Out-of-Print Books on Demand
300 N. Zeeb Road
Ann Arbor
Michigan 48106

Documents

ADa: Documents beginning with ADa are American documents released to NTIS which are available free of charge from DSIS on microfiche. DSIS receives these documents on a subscription basis. If the document is not held by DSIS order through NTIS.

ADb or ADc: These documents are sensitive US documents which must be ordered from DSIS with a Need-to-Know statement (either on the SDI sheet or a DRB 17 form). The NTK statement is the responsibility of the requester. DSIS guidelines are available in the file to help anyone writing a statement.

ADd: Documents beginning with this lettering, are for the most part, patent applications (in some cases they are the patents themselves) and are ordered through DSIS. If unavailable from this source send a prepaid PO to:

Commissioner of Patents
Washington DC
USA 20231

N or PB: Documents beginning with N (NASA) are occasionally available from DSIS. However, it is often better to attempt to get copies of these documents on microfiche from CISTI. If CISTI is unable to provide, order from NTIS.

ADa, N and PB documents are not normally accessioned. Each document is to be examined on its arrival and a decision on whether to catalogue or not will be made.

NTIS documents: DRES has a deposit account with NTIS (#88581-4). The file contains ledger sheets and order forms. The yellow order forms are self-explanatory. Each Transaction is entered on the ledger sheet as date ordered, document number, requester and estimated cost. The item should be ordered in microfiche. When the item arrives it will be with a packing slip in the form of a punch card that includes the price. The date received and price should be entered on the ledger sheet. Generally there is no need to catalogue these items. When the deposit account has less than \$100 remaining send a memo to Finance requesting that another \$500 be placed in the account.

Society of Automotive Engineers documents are ordered directly from SAE for \$7.00/paper. Ask for the paper to be shipped first class to avoid lengthy delays. The address is on file. Keep track of who gets which SAE papers in the SAE pamphlet file to avoid duplicate orders.

Engineering reports which are difficult to trace may be ordered directly from the source, eg: AIAA, ASME, or from the Engineering Societies Library in New York. The forms are available in the file under ESL and may be treated like an ILL. However, you must use their forms.

Patents: Canadian, a number of U.S. and some Foreign patents may be ordered from:

Canadian Patent Office
Department of Consumer and Corporate Affairs
Ottawa
K1A 0C9

The DRES library has a deposit account with this department (account number 26695). When the account is getting low, request to finance by memo, that another \$100 be deposited in the account. For auditing purposes, deposit account statements and invoices from CCA should be kept in the patent file for one year. In another file should be kept a copy of all patents ordered and received. Patents may be ordered from CCA on order forms (held on the patent file) or by calling (819) 999 2988 or 2985. Patents may also be ordered from Micromedia (information on their patent service is held in the patent file) or from the Commissioner of Patents in Washington. Requests sent to the Commissioner of Patents must be prepaid so it is important that the information and cost is correct. Order on a PO requesting finance to prepay.

CF Publications: Canadian Forces publications are ordered from the Canadian Forces Publications Depot, CFB Ottawa South, through the CF Supply Net. In keeping with established Departmental procedure, a rather circuitous route is followed when ordering a CF Publication. Requests are received in the library. If the item is not owned or on order, the library staff completes the appropriate sections of the form Request and Substantiation of CF Publication Requirement. The original is sent to DRES Supply and a copy is filed under CF Publications-Requests. When the item arrives the copy of the request is filed under CF Publications- Received and it is catalogued as a defence document.

Standards and Specifications: Standards and specs are ordered through DSIS. If unavailable from DSIS standards may be ordered from the source on regular PO forms. Some examples are: CSA (Canadian Standards Association), ASTM (American Standards and Testing Methods), ANSI (American National Standards Institute). Copies of individual standards may also be ordered on interlibrary loan.

Translations: If an English translation is required, check first with the Translation Index at CISTI to determine if one is already in existence. If so, order on ILL or you may have to purchase from a translation service. If not previously translated, send one copy of the document or article with a covering letter to DSIS, requesting translation. The letter should include a) the complete citation of the document/article; b) the name and complete telephone number of the requester and c) the fact that the Translation Index had been consulted. DSIS forwards these requests to the Secretary of State for translation. It is a slow process so if the individual is in a hurry for the information, the letter should also suggest that the translator phone the requester with a verbal summary. Ensure that the requester has kept a copy of the original document.

Dissertation/Thesis: A copy of a thesis may often be borrowed from the university library at which the degree was granted. The National Library of Canada serves as a repository in Canada and may provide microfiche on loan or at no charge for Canadian theses. Copies of PhD dissertations are available in microform or hard copy from:

University Microfilm International
Ann Arbor, MI., USA.

Copies of British theses are available from British Library Lending Division for a costly sum.

VIII CATALOGUING AND CLASSIFICATION

Cataloguing is done in accordance with Suffield Special Publication 119, DRES LOLA Cataloguing Manual. The standards are based on AACRII's second level of cataloguing with modifications made to meet DRES's specific needs and obligations. All cataloguing is now done on the LOLA coding sheets. Whenever possible derived cataloguing should be used, either from the CIP (Cataloguing in Publication) within the book itself or from the LCMARC database on DIALOG.

The main thing to remember about the DRES cataloguing policy is that its purpose is access and retrieval. Therefore special care must be taken when choosing access points, such as subject. It is the policy to chose subject headings that the users will feel comfortable with and use. A monograph series will only be used as a tracing if there is a reasonable possibility that the series title will be used as an access point. An example of this would be a series entitled "Advances in ...".

Processing

On the inside cover, stamp with the accession stamp and include the following information: date received; PO number; accession number. Accession numbers are assigned in the brown note book. Simply write in the next number with the corresponding PO number in the right column. Library of Congress classification is used in the DRES library.

Figure 3: The Catalogue Card/Monograph

call no	(Accession number
class-	(AC	Title / Author. -- 2nd ed. -- Place
ification	(100	: Publisher, Date.
cutter by	(B3	
title/date	(1984	423 p. : ill. -- (series name ; V. 9)
blank line	(
			NOTES
			ISBN
blank line	(
			1. Subject. 2. Subject. I. Author. II. Series.

Call number: Use the LC classification system with the letter designation on the first line and the number designation on the second line. The third row is the cutter number. If LC gives one cutter add a second in the same row, eg. M2Z3. The cutter is by title so the

first significant word of the title is used. The first letter followed by corresponding numbers in the green cutter tables. The final row is the date of the book.

The main entry in the catalogue is the title. Type 1) a catalogue card (3X5); 2) a pocket card with accession number in the left hand side; 3) a circulation card with call number, title, author, date borrowed and borrower; and 4) a spine label with the call number. Attach the pocket and label to the book and send it off to the borrower. Keep the new catalogue card in the back of the accessions file until month end when the accessions list is made up. Enter onto the patrons list (LAYLA the word processor) in ascending accession number order. The original request is then destroyed along with the card from the on order file.

The DRES libraries are in the process of automating. It is intended that LOLITA will assume all the duties of the card catalogue near the end of this decade. As of November 2, 1987 each incoming item, after it has received a call number and subject tracings, is recorded on a library coding sheet in MARC (Machine Readable Cataloguing) format. See DRES LOLA Cataloguing Manual for details. After coding, mark "coded" above the accession stamp on the inside cover and on catalogue card. Further information about LOLITA can be found in the LOLITA working paper.

IX CIRCULATION OF MONOGRAPHS

On-line borrower records are kept with LAYLA on the word processor. Each user has a separate file recording the borrower's name and section; and in the file is a list of record strings, each string

consisting of the accession number, title, and the date borrowed. When the monograph is returned the record is erased. The book cards are filed by call number. Borrowers may have books on loan as long as they want, or until another user requests the book. Should there be any problem in retrieving books, the following steps should be taken (these steps also apply for books borrowed on interlibrary loan):

1. Phone call to whom the book is signed out. If unsuccessful,
2. A visit.
3. Take administrative action. For example, officially notifying the section head requesting his assistance and cooperation in jointly resolving the problem.

All books must be accounted for when an individual leaves the establishment. If, when an individual leaves, he wants to sign books over to another individual, ensure that the second party has agreed to this plan and has the books in his possession.

X PERIODICALS

CANEBSO

Periodicals are ordered, for the most part, through the jobber CANEBSO. Some journals are ordered directly and some are donated. The librarian will review the subscription list each year. CANEBSO is the jobber that DRES uses to purchase periodicals.

PURCHASE

This involves:

1. Receiving the first CANEBSCO invoice in June or July for the forthcoming year.
2. Reviewing, choosing and amending the periodical list for the year. It is a good management tool to ask the sections to review the list and to make suggestions for additions and deletions.
3. Preparing a new list. Highlight both the additions and the deletions on the CANEBSCO invoice. Adding 15% to cover price changes and fluctuations in the rate of the dollar. Price adjustments may continue to filter in throughout the year.
4. Preparing a material supply voucher for the entire sum. Attaching a copy of the completed invoice to it and send to the DRES supply group. Supply will have the Department of Supply and Services (DSS) raise a Regional Individual Standing Offer (RISO) with CANEBSCO.
5. Sending a copy of the invoice with the changes highlighted to CANEBSCO along with the comment that DSS will contact them.
6. Invoices and credits will continue to appear as CANEBSCO accommodates the price changes. Each invoice or credit should be marked with the RISO number, entered in the black ledger (RISO number, amount, date) and forwarded to finance for action. The library copy is to be placed in the CANEBSCO file.

MAINTENANCE

1. The journal file is to be checked monthly for late issues.
2. Claim action should be instigated if
 - i) a weekly or bi-weekly journal is one month beyond its expected due date;
 - ii) a journal (monthly, quarterly, etc.) is two months beyond its expected due date;
 - iii) a journal issue is received but its predecessor has not been received.
3. Check those journals that appear to be missing against CANEBSCO's Customized Bulletin of Serials Changes. If the journal is listed as behind schedule, then no further action need be taken.
4. If the journal is not listed, then a Complaint Adjustment Request must be completed and sent to CANEBSCO. Information such as our account number, journal title code, etc. can be taken from the current CANEBSCO list. A copy of the complaint is filed in the complaint folder.
5. When the Complaint Adjustment Request is returned from the publisher, the information must be verified against that in the journal file. If the item has been received or if the publisher has indicated on the form that the item has not yet been published, no further action need be taken. All other situations must be actioned in accordance with the publishers comment. For example, if a publisher states that a journal was sent out on a specific date and it has still not been received, an official letter should be sent to the publisher stating that the material has not been received and request a replacement copy.

6. When the Monthly Claim Checker is received, indicate the action to be taken on each item. These actions are:
- i) the claim has been satisfied.
 - ii) request a follow-up claim.
 - iii) do no re-claim but leave on the next claim.

The updated version of the periodical list is available on disk on the AES. Hard copies are available throughout the library. When the journals come in the mail, date stamp and register each on the corresponding cards in the periodical file. A few journals are sent directly to individuals. Other journals are sent to one of the reading rooms in Buildings 8, 13 or BDS. Some journals are circulated between reading rooms and the circulation should be marked on the journal. These journals are sent to the first reading room for two weeks and then passed on until they come to their final reading room. In Buildings 8 and 13 the journals are kept on the shelves for one year and then removed to the stacks and kept in complete volumes. In Building 1, the reading room is located in the library; new journals are placed at the front of the shelving units and the older ones are placed in the storage area in those units. The current issues are kept for one year in Room 306. At the end of the year, complete volumes are placed in stacks. The library no longer binds periodicals because of the high expense. However, magazine files hold complete or partial volumes in the stacks. These serve to keep issues of a journal together as well as to protect them from dirt, dust and fraying. The boxes are labelled clearly with the journal title, the volume and/or issue numbers, year and the stack location. This location of journals should take place in the early spring when most of the issues have finished circulation.

Circulation of journals works on an honor system. Patrons are encouraged to sign cards in the red boxes in the hallway stacks, the cards in the reading rooms and the list in room 304 when they remove journals. This makes tracing of journals easier. When pamphlets and sample copies come in the mail, they may be sent to individuals if they are of specific interest, or they may be placed in any of the reading rooms if they are of general interest.

XI INTERLIBRARY LOANS

Borrowing Policy

DRES is connected with other Canadian Libraries to form an informal library loan network. When items cannot be located in Canada, the library is prepared to request the loan from international sources. All loans will be made in accordance with the stated ILL policy.

1. ILL service is provided for permanent staff, term employees and student assistants.
2. Books, articles and conference proceedings can be requested.
3. Whenever possible requests are made by electronic mail.
(ENVOY 100)
4. Photocopies are preferred over microforms.
5. The requester is responsible for verifying that the material is not held by DRES.
6. The requester must provide enough information for the lending institution to identify the item. For articles this should include:

- i) author
- ii) article title
- iii) journal
- iv) volume
- v) year
- vi) inclusive pages

For books it should include:

- i) author
 - ii) title
 - iii) year
 - iv) publisher
7. Whenever possible, the requester should provide the library with verification in the form of a photocopy of the source of information, i.e. the bibliography or on-line search citation. This helps to prevent errors that can arise when trying to interpret handwriting.
 8. If the request is for an article from a conference, the requester should indicate if they wish to receive the entire proceedings.
 9. If the request cannot be located in Canada, the library and the requester will discuss further action.

Lending Policy

1. DRES lends material to institutions, not to individuals.
2. All loans are photocopies of articles. Books, bound volumes and whole journals are not lent.
3. The limit for photocopies is 20 pages.

4. Requests will be received via the standard ALA/CLA ILLO form, ENVOY 100 or by telephone.
5. The borrowing institution must provide enough information to verify the request.
6. The current DRES periodical guide is the authority for determining what is held at DRES.
7. There is no charge for this service.

ENVOY

Envoy 100 is an electronic mailing service and is used mainly for interlibrary loan (ILL) requests. Operating instructions are kept in a folder (which also holds unsubmitted ILL requests) by the computer. Also kept by the computer is the Envoy 100 User Guide detailing the modes, abilities, etc. Access to Envoy 100 is through the DATAPAC network using the standard dial up procedure (9-526-6587). Enter into the computer our Envoy address "DRES.INFO.SVCS" and then our password. The password list is taped to the inside cover of the folder. The password is changed every three months. These steps are illustrated in Figure 4.

CISTI

DRES library receives a priority post mailing from CISTI twice a week, on Mondays and Thursdays. Therefore, most ILL requests go to this source. Requests are sent via Envoy 100, using the CISTI ILL script. Prompts are given in this mode.

When ordering from CISTI type "C CISTI" or "compose CISTI". With the prompt "name" type ARS (our Canadian library symbol). The request number is the Julian calendar day and each request is numbered as such: 346.1 is the first ILL request on December 11. Fill in the blanks as requested attempting to give complete information. Under 'remarks' indicate the name of the patron. Each request should be on a single 8 X 11 sheet of terminal paper. The system sends each request individually. When complete, answer command with "purge unfiled"; sign off is "Bye". Figure 5 is an example of the request.

OTHER CANADIAN LIBRARIES

Other Canadian libraries also take requests on ENVOY 100 but do not have script. Their addresses can be found in the Interlibrary Loan booklets in the library. Those most commonly used are:

ILL.ACUM	University of Calgary Medical Library
ILL.ACU	University of Calgary
ILL.ALU	University of Alberta
ILL.SSU	University of Saskatchewan

When requesting from these institutions, simply type "C" or "compose" and then the address after 'to'. After 'text' type our address and phone number, and on a new line each, type:

- a) the journal name
- b) volume, issue, date
- c) page numbers
- d) author
- e) article title
- f) source

Leave six blank lines and indicate the requester's name. Figure 6 illustrates this process. If libraries in Canada do not have Envoy 100 send the request on a standard ILL request form enclosing a return address label. File the back copy of the form in the outstanding ILL file by requester's name, in chronological order, attaching the original request to it. When the loans come in, send them to the requester, remove the request from the outstanding file and place in the ILL completed file. For books, leave the request in the outstanding file indicating the date of arrival and the due date. Note the due date in a calendar and on the book. Send reminders to the requester when due if it hasn't been returned already. Most libraries will not renew books. CISTI will renew if the book is not on hold. The maximum renewal period is 6 weeks from the date the book is sent. All books, whether from CISTI or other libraries, are to be returned by registered mail. When the book is sent, CR will return the form with the registration number written on it. These forms are filed together in the registered file. Disregard overdue notices from CISTI if the book has been returned by registered mail. If for some reason CISTI does not receive the book, give them the registration number. When a book is returned, take the form out of the outstanding file and give to central registry for mailing.

Figure 4: ILL Sign-on/CISTI

DATAPAC: 6150 0010
39400101

DATAPAC: call connected to 3940 0101
(034) (n, remote charging, packet size: 256)

User name/NOM D'USAGER? DRES.INFO.SVCS

Password/MOT DE PASSE?

#####

Welcome to ENVOY 100!

Your last access was Tuesday, Jun 14, 1988 1:06PM

CHECK these Bulletin Boards:

ENVOY .100

No. Delivered	From	Subject	Lines
1 Jun 15 6:53	ILL.OWA		10
2 Jun 15 7:08	DOC.DEL	RE YOUR REQ NO 154-7 FOR SL	3

Command? R1

Figure 5: ILL Request/CISTI

Please enter N for Novice or A for Advanced.

Novice or Advanced (N or A)? A

Req. No: 159-4

Acct. No: 17121

Name: ARS

Tel. No: 544-3701

Address (.CR):

.COP FROM Y

4 lines copied.

Continue:

L,P,M,LO? P

B,R,P,C? P

Title (.CR): LIFE SCI.

Volume/Issue/Date: Vol. 31 1982

Page: 1085-91

Author(s): KOBAYSHI, J., ETAL.

Title (.CR): ISOLATION OF EBURNETOXIN, A VASOACTIVE SUBSTANCE FROM...

ISSN:

Other No/Ltr:

Source (.CR):.

Remarks (.CR): FOR LUNDY

Do you require extended search (Yes/No)?

Y

If no Canadian locations reported do you require out-of-country
location search (Yes/No)?

Y

Do you want a CC (Yes/No)? N

Any editing changes (Yes/No)? N

Msg posted Jun 7, 1988 11:48 AM MDT MSG: VTRA-5372-3100

DO you have another request (Yes/No)? Y

Novice or Advanced (N or A)?

Figure 6: ENVOY ILL Request/ILL.ACUM

Command? C
To: ILL.AEU
CC:
Subject: ILL
Text:

LIBRARY
DRES
RALSTON, ALBERTA
TOJ 2N0

PHONE: 544-3701 (4662)

PLEASE LOAN:

MICRO ELECTRONIC CIRCUITS

A.S. SENDRA AND K.C. SMITH

HOLT, RINEHART, 1982

FOR SAINT
THANK YOU

Send? Y

Msg posted Jun 15, 1988 8:26 AM MDT MSG: JTRA-3167-3100

Command?

DSIS

Defence or SDI documents may be ordered from DSIS on an Envoy 100 script. Type: C DSISORDER. (NOVICE) for complete prompts or C DSISORDER. (EXPERT) for abbreviated prompts.

Documents may be ordered by document number (DN). Bibliographic citations can be verified and numbers found by searching the NTIS database (6) on Dialog. If the number cannot be found check the DSIS catalogue, available both on microfilm and microfiche, in the document library. DSISORDER is illustrated in Figure 7. Number these requests the same as those for CISTI. Send 3 requests at a time (per sheet of paper). When the documents are ordered, attach the original request to the printout and file in the outstanding DSIS file. When they arrive, discard the requests. Most DSIS requests will be filled by microfiche and as long as these are unclassified they are given to the requester to do with as he pleases. Classified microfiche are catalogued by H/ISG. Hard copies are occasionally lent for one month. A record is kept in the outstanding document file, and the document is recalled in one month for return to DSIS.

The yellow SDI printouts from DSIS are documents that have been released to Canada. Before submitting a request to DSIS on ENVOY, check:

- a) its classification (if classified as confidential or secret the Doc Library at DRES may have it);
- b) the corporate source. All documents from CDE Porton Down or CRDEC (Chemical Research Development & Engineering Centre) are held in the Document Library.

Figure 7: DSISORDER.N Request

REQUEST NO: 152-8

FOR EACH DOCUMENT, ENTER THE REQUIRED INFORMATION

DOCUMENT NUMBER: 86-03221

FORMAT: F

COPIES: 1

REQUESTER(S) (END WITH A .CR): BOULET

ANOTHER DOCUMENT (Y/N)? Y

REQUEST NUMBER: 152-9

FOR EACH DOCUMENT, ENTER THE REQUIRED INFORMATION

DOCUMENT NUMBER: 86-03220

FORMAT: F

COPIES: 1

REQUESTER(S) (END WITH A .CR): BOULET

ANOTHER DOCUMENT (Y/N)? Y

REQUEST NUMBER: 152-10

FOR EACH DOCUMENT, ENTER THE REQUIRED INFORMATION

DOCUMENT NUMBER: AD-A187 632/5XAD

FORMAT: F

COPIES: 1

REQUESTER(S) (END WITH A .CR): HANNA

The Canadian Union List of Scientific Serials gives locations for journals. If they are not at CISTI, attempt to choose a location which will provide at low cost; or choose an Alberta location. Books are generally ordered from CISTI and if they don't have it, they will supply a location. By attaching all the interlibrary loan requests for a single item together, a history of the tracing of the request is kept. For example, an interlibrary loan request comes in; it is ordered from CISTI; CISTI does not have it and suggests trying U of A. The request to U of A should have the original request as well as the request to CISTI attached. In this way, the original info can be verified and time isn't wasted by requesting twice from the same institute.

If CISTI replies that there are no Canadian locations or if there are other problems with obtaining an item, there are two alternative sources: Micromedia or Chemical Abstracts Document Delivery Service. Micromedia is accessed through ENVOY. Chemical Abstracts is accessed through DIALORDER on DIALOG. DRES does not request loan from non-Canadian libraries.

Occasionally CISTI will inform the library that an item is not held in North America and that it should be obtained directly from the author. As the library only deals with institutions, the requester should contact the author using the traditional Request for Reprint form.

Figure 8: Reprint Request Form

DEFENCE RESEARCH ESTABLISHMENT SUFFIELD
RALSTON, ALBERTA, CANADA
TOJ 2NO

Dear Doctor,

I should greatly appreciate a reprint of your paper entitled
which appeared in

Thanking you in advance for this courtesy.

Yours sincerely,

ILL requests received by DRES from other institutions are processed on a no charge basis. Keep a copy of ILL's requested in the file drawer entitled "ILL to DRES". Loans are on a one month basis. Keep track on a calendar in order to recall if necessary.

XII REFERENCE

The library at DRES attempts to provide a complete and comprehensive reference service. Therefore, when a question is posed

or a document requested, the project is completed only when the answer or document is available. There is a small collection of reference books in the library (Room 306). If these are not helpful, then on-line databases from either Chemical Abstracts, DIALOG Information Services or CAN/OLE at NRC may be of use.

Once the local tools are exhausted, scientific and technical questions and searches may be directed to CISTI at the National Research Council in Ottawa. The reference department at CISTI has access to most scientific and technical databases in hard copy and on-line. They will answer reference questions free of charge. On-line searches can be arranged for those databases for which we do not have access for a fee. Manual searches are also available for a fee.

For standard, less technical questions, assistance might be sought from the Medicine Hat Public Library or the Medicine Hat College Library. Another reference source is the University of Calgary's Medical Library Reference Desk. The City of Calgary Public Library occasionally will help with problems. Generally if one of these sources can't help, a specialized library or the original source can.

The library provides both on-line and manual searches in response to reference questions. It must be remembered that the majority of reference questions will have to be searched in both the reference and document libraries as well as searching defence and commercial databases.

The library does not photocopy for the clientele within the establishment.

The library does not provide an ordering service for personal orders. It will, however, verify the bibliographic information and either a) supply a publisher's or distributor's address; or b) advise the individual to order the item through a bookstore in town.

XIII OTHER SERVICES

The library provides other services such as current awareness. This can be done manually, by surveying incoming literature and disseminating it to interested individuals.

Automated SDI (Selective Dissemination of Information) is presently available from four sources:

- 1) CAN/SDI at CISTI/NRC,
- 2) Dialog Information Services,
- 3) DSIS (for defence literature in the DSIS and US databases),
- 4) CAS on-line.

The library provides other services such as seminars and workshops in bibliographic searching techniques and other information services. It also provides the use of microform readers and printers for a variety of microform formats.

DOCUMENT LIBRARY

XIV LOCATION

The document collection at the present time utilizes three types of shelf location: pre-1967, 1967 to 1982 and post 1982. When searching for material it is important to bear this in mind.

The pre-1967 mode is an alpha-numeric registry system where all documents were identified by subject. An example of this is illustrated by the identifier F10-82(47)1966, which refers to an annual report by the National Observatory, Athens. F10-82 is the subject, 1966 is the year and (47) represents the sequence in which the document was catalogued.

The 1967-1982 mode combines an alpha-numeric system and a sequential numbering system. The alpha-numeric system was used for items designated "serials" but given full cataloguing. Over 170 types of items were included with numbers ranging from A1-410xxxx to A100-6xxxx. Many of these items were weeded from the collection in 1984.

The post 1982 policy is to assign a sequential number to all documents, ie: 123-85. The only exceptions are those documents from the North Atlantic Treaty Organization (NATO) and The Technical Co-operation Panel (TTCP). Popular demand suggested that use of these items is facilitated by serial access due to the unusual nature of their multi-national input and mongrel identification system. This system shall remain in place until the DRES collections are brought on-line and a retrospective conversion of an agreed upon numbering system can be completed.

Location is also a feature in how Suffield publications are stored. All Suffield publications have their master copies filed sequentially on the near end shelves of the left-hand wall of the document library vault. Spare copies of the publications are stored on the far end shelves of the left wall. Every Suffield publication, with the exception of the Research Note has a copy catalogued in the normal manner and filed with the rest of the collection.

XV CATALOGUING

Documents are catalogued in accordance with the LOLA Cataloguing Manual. Documents, for the most part, are short, deal with one particular facet of a subject or event and carry a unique identifying series number assigned by the corporate author. Access to the documents is usually sought through a combination of subject, corporate author and personal author.

Due to the homogenic nature of defence topics in the NATO/TTCP world and the numerous international agreements on the exchange of information, the users tend to be more aware of corporate authors and personal authors than the mean library patron. For this reason the corporate author with its series identifier serve as the main entry.

Reference questions are often quite specific but still usually require an interview. The requester often speaks in terms of jargon or codenames such as GA (Tabun), M113 (a tracked vehicle) or Yellow Rain (Mycotoxins). While the first is found in the Thesaurus of Engineering and Scientific Terms (TEST), the latter two are not. They are however, used by authors as indexing terms. It serves DRES well to continue using familiar codenames and jargon as full subject indexing terms.

There is at present no central authorities list for DRES to draw upon and we cannot be sure that all corporate name changes have been cross-referenced. While this problem should be alleviated when the catalogues are automated, care must be taken to ensure proper 'see' and 'see also' references are included in the catalogues.

Many documents received at DRES are of an ephemeral or short term interest. All decisions to retain or catalogue this material is made in conjunction with the guidelines specified in SMP113. Documents classified Confidential or Secret are routinely catalogued as they must be accounted for in accordance with DND Security Orders.

Cataloguing format is illustrated in the following figures:

Figure 9: CATALOGUE FORMAT

		Accession number
Corporate Source, Report Type, Report Number		
Title		
Author		
Date		
Subjects	Added Entry	Classification Sensitivity

Figure 10: CATALOGUE EXAMPLE

	666-85
Hook & A. Crook Inc., Flim Flam, Alta. DRES Contract Report 99/85.	
How To Weasle Money Out of the Government.	
I.M.A. Crook.	
1 April 1985.	
1. Fraud	2. Ripoffs I. DRES CR 99/85
	U
	DPO

NATO, TTCP and ABCA documents are catalogued in the same format with one exception. The DRES accession number resides in the bottom left corner and the documents file number resides in the top right corner.

Figure 11: NATO CATALOGUE EXAMPLE

AC/225(Panel VII/SICA)WP/22	
NATO. NBC Defence Panel. SICA.	
Analysis of CWA and/or Metabolites in Body Liquids, Project Capabilities from Canada.	
J.M. McAndless.	
March 1985.	
1. CW-Agent analysis.	NATO
123-85	R

The inclusion in the past of document titles which are classified confidential or secret means that the catalogue must be kept in a locked container. Classified titles are no longer recorded in the cataloguing of documents but are replaced with the phrase "Title Classified".

XVI ACQUISITION

There are two methods of acquisition; 1) routine distribution, and 2) special request. As most documents are received free from DSIS there is usually no discrimination in what is ordered. The

discrimination occurs in the cataloguing process where all decisions are made in accordance with SMP113, DRES Information Services Collection Policy.

Routine distribution includes documents arriving from establishments that have placed DRES on its distribution list (ie DREO, DCIEM), NATO documents, items released under TTCP or another international agreement, material from the Intelligence Branch, and any other item that DSIS feels DRES may wish to see. When this material arrives at DRES it is matched against SMP113 and a decision is made whetherto catalogue or not. If it is not catalogued a "for info" slip is attached and it is routed to identifiable interested parties. No control folder is kept for this material. Items which are identified as being worthy of cataloguing are catalogued, "home folders" are created, and the first movement is noted in the home folder.

Special requests are identified via:

- 1) Select Dissemination of Information (SDI) profiles run by DSIS, CISTI and commercial database suppliers.
- 2) In-house searches conducted by DSIS on DND and DOD databases.
- 3) Bibliographies.
- 4) The "Invisible College" (or word of mouth).

These are ordered through DSIS using the DSISORDER system. When the item is received a decision is made to catalogue or not.

All documents classified confidential or secret are catalogued unless they are specifically labeled as a non-accountable item. A non-accountable item is microformed bearing the legend:

Retain or Destroy
Do NOT Return to DSIS

XVII DOCUMENT LOAN POLICY

Documents are loaned to two groups of clients: those who work on station (including contractors) and those who are members of the Department of National Defence.

Internal loans: This category includes all employees of DRES and contractors who normally work in offices at DRES.

Documents are loaned via two methods: a) automatic distribution, and b) request.

For unclassified documents the procedure followed is:

1. The name of the requester, date and copy number are recorded in the document folder.
2. The requester and date are added to the circulation slip.
3. The document is put in the mail.

For classified material steps 1 and 2 are followed, then:

4. The accession number, requester and date are recorded in the classified register.
5. A blue card is sent to the requester.
6. The requester arrives at the vault and signs for the document.

Members of CFB Suffield will be treated in the same way as DRES employees when they wish to borrow Unclassified or Restricted Canadian Forces Publications. For classified publications they must request the

item through DSIS. BATUS may have an occasional request to borrow an unclassified document. Standard procedures will apply but the document will be released to the control of the BATUS Quartermaster.

External loans - DND: No documents are loaned if DSIS has a copy, the requester will be referred to DSIS. Documents will be released to DSIS for their use on a one-month loan period, standard interlibrary loan practice will be followed and a notation will be made in the document jacket stating the date of loan and return. DSIS is accountable for all documents loaned and is encouraged to microform the documents lent. No item will be sent off-station without a DND 728 Transmittal Slip.

There are occasional requests from visitors to DRES to borrow documents. These requests will usually originate from the Canadian Forces Nuclear, Biological, Chemical School (CFNBCS) class. After ascertaining that the requester has the appropriate security clearance, he will be allowed to read the item(s) in the library. Any request to borrow the document will be referred to DSIS.

All requests from non-DND sources are answered with the form letter kept on the AES which explains where they may acquire the document.

XVIII REFERENCE

Standard reference service is provided to patrons. Tools include DIALOG, CAS and CAN/OLE. A copy of the DSIS cumulative catalogue, 1973

to present, is held on microfiche and a copy of the DSIS cumulative catalogue 1946 - 1983 is held on microfilm. If a question cannot easily be answered it is referred to DSIS for a RETRO and DROLS search.

If an item not held by DRES is identified as needed, standard ILLO and loan procedures will apply. All requests for Defence R & D documents will be requested through DSIS in accordance with CFAO 57-11.

It must be remembered that the majority of reference questions must be searched in both the reference and the document collections. While certain items may appear in a search of the NTIS database, the Department of Commerce receives only those documents that have an unlimited distribution.

XIX KEEPING OF STATISTICS (RECORDS)

Keeping of statistics is vital for managerial purposes, e.g. for financial auditing, for staffing needs, etc. Both the document and reference libraries are to keep statistics on a daily basis in the following areas (terms are defined):

SDI Profiles Received: This includes printouts from DSIS, DTIC, CANOLE, DIALOG, and CAS.

Books Ordered: Each item ordered is recorded. Multiple copies of a book are counted separately.

DSIS Documents Ordered: Each item except "need-to-know" documents is counted.

Service Calls: This includes all telephone calls that are not reference questions directed to the DRES Library staff such as: calls to suppliers about orders or bills; calls concerning the security or distribution of documents; calls where we ask for information; calls requesting report numbers or 728 numbers; calls requesting a computer search (RETRO, DROLS, TOXLINE). As a general rule, service calls relate to the activities: acquisitions, reference or circulation. A service call requires a specific request but not necessarily the resolution of a request.

Books Received: Each book is counted separately.

Journals Received: Each journal issue is counted separately.

ILL Requests: Each request is counted. Requests that are sent to several locations are counted each time they are sent. For example, over two months the same request may be made to OON, OONL, AEU, ACUM and OOT before we finally receive it. The 5 requests are all counted.

ILL Received: Each item is counted either as a reprint or as a book loan.

Documents Circulated: Each destination that is recorded in the document folder is counted. For example, a document that circulates to the Chief, CFLO, D/DSD, H/Chem, H/BDS and then back to a member of the Chemistry section is counted as circulating 6 times. A document that is circulated to say H/Chem and then circulated by him to 4 scientists is counted as only 1 circulation because it is only recorded in the document folder as going to the one section.

Books Circulated: Each book that is signed out is counted.

Need-to-Know: Each request whether by phone, message or letter, is counted.

Reference: There are three types of reference questions: directional, quick, and in-depth. Directional are those that can be handled without consulting a guide, i.e. "Journal X is located here". Quick are those that take less than 5 minutes to answer and in-depth are all others.

Search: The number of searches for information in computer databases, counting each topic as one search (not each database used).

Documents Received: Each item is counted.

Documents Catalogued: Each document catalogued and coded is counted.

Original Cataloguing: Each book where the exact record cannot be obtained via CIP or LCMARC is to be counted as original cataloguing. For example, any book which the librarian must designate a call number will be considered original cataloguing.

Cards Weeded: Each catalogue card pulled and destroyed will be counted.

ILL Requests from other libraries: Each request, whether it can be filled or not, is counted.

Books Processed and Coded: All books that are processed and coded, including those already counted as original cataloguing, will be

counted. Processing includes the application of spine labels, book pockets and the assignment of accession numbers.

Correspondence Received: Each letter (whether an advertisement, response from a publisher, etc.) is counted separately. This does not include ILL's, Books or Journals received.

XX AFFILIATED DUTIES

Duties ancillary to H/ISG and affiliated to those of the library include the publication process and the security of information transfer. The publication process is described in detail in SM 1058, Author's Guide to the DRES Publishing Procedures (U). Library staff will occasionally be requested to provide document numbers for Suffield publications, SR, SM, SSP, OL and RN. Each type of document is numbered consecutively and each series of numbers is kept in a folder on the left side, second shelf of the stand-alone safe in Room 302. The only anomaly is that FPP numbers are recorded with the RN's.

Courier certificates are issued in accordance with the A-SJ-100-001/AS-000 Security Orders for the Department of National Defence, Chapter 11 paras 57 - 68. Courier certificates, form DND 468, are kept in the second drawer of the file cabinet in the vault.

GLOSSARY

ABCA	An international standardization programme involving Australia, Britain, Canada, and the U.S.
BATUS	The British Army Training Unit Suffield.
CISTI	The Canadian Institute of Scientific and Technical Information, or Canada's National Science library, a part of the National Research Council and DRES's first-line of information assistance.
CAN/OLE	This is the CISTI on-line database.
CAS	This refers to the Chemical Abstracts Service on-line function.
CFNBCS	The Canadian Forces Nuclear, Biological and Chemical School located at CFB Borden.
DSIS	Director, Scientific Information Services, the Chief of Scientific and Technical Information within DND and the national clearinghouse for such information.
DSISORDER	The on-line (ENVOY) ordering programme for STI orders from DSIS.
DTIC	The Defence Technical Information Center is the U.S.'s equivalent to DSIS.
DROLS	This is the DTIC in-house database. DSIS has access to this.

ILL Interlibrary Loans.

LAYLA Library Articles You're Logged Against. The in-house circulation record system which lists monographs, documents and interlibrary loans.

LOLITA Library On-line Information Transfer and Access. The proposed in-house integrated library system.

NATO North American Treaty Organization.

NTIS National Technical Information Service. This is the section of the U.S. Department of Commerce which provides STI. It is available on DIALOG and CAN/OLE and ADa documents are automatically distributed to DSIS.

RETRO The DSIS holdings database.

SAE The Society of Automotive Engineers.

SDI Select Dissemination of Information.

STI Scientific and Technical Information.

TAB The DTIC cumulative listing of its holdings.

TEST Thesaurus of Engineering and Scientific Terms. This is one of the standards for subject cataloging and on-line searches.

UNCLASSIFIED

SECURITY CLASSIFICATION OF FORM
(highest classification of Title, Abstract, Keywords)

DOCUMENT CONTROL DATA		
(Security classification of title, body of abstract and indexing annotation must be entered when the overall document is classified)		
1. ORIGINATOR (the name and address of the organization preparing the document. Organizations for whom the document was prepared, e.g. Establishment sponsoring a contractor's report, or tasking agency, are entered in section 8.) DEFENCE RESEARCH ESTABLISHMENT SUFFIELD RALSTON, ALBERTA, TOJ 2NO		2. SECURITY CLASSIFICATION (overall security classification of the document, including special warning terms if applicable) UNCLASSIFIED
3. TITLE (the complete document title as indicated on the title page. Its classification should be indicated by the appropriate abbreviation (S,C,R or U) in parentheses after the title.) PROCEDURES MANUAL: DEFENCE RESEARCH ESTABLISHMENT SUFFIELD INFORMATION SERVICES (U)		
4. AUTHORS (Last name, first name, middle initial. If military, show rank, e.g. Doe, Maj. John E.) J.G. CURRIE AND A.M. DICKASON		
5. DATE OF PUBLICATION (month and year of publication of document)	6a. NO. OF PAGES (total containing information. Include Annexes, Appendices, etc.) 50	6b. NO. OF REFS (total cited in document) 0
6. DESCRIPTIVE NOTES (the category of the document, e.g. technical report, technical note or memorandum. If appropriate, enter the type of report, e.g. interim, progress, summary, annual or final. Give the inclusive dates when a specific reporting period is covered.) SPECIAL PUBLICATION		
8. SPONSORING ACTIVITY (the name of the department project office or laboratory sponsoring the research and development. Include the address.) N/A		
9a. PROJECT OR GRANT NO. (if appropriate, the applicable research and development project or grant number under which the document was written. Please specify whether project or grant) N/A	9b. CONTRACT NO. (if appropriate, the applicable number under which the document was written) N/A	
10a. ORIGINATOR'S DOCUMENT NUMBER (the official document number by which the document is identified by the originating activity. This number must be unique to this document.) SPECIAL PUBLICATION 95	10b. OTHER DOCUMENT NOS. (Any other numbers which may be assigned this document either by the originator or by the sponsor)	
11. DOCUMENT AVAILABILITY (any limitations on further dissemination of the document, other than those imposed by security classification) (XX) Unlimited distribution () Distribution limited to defence departments and defence contractors; further distribution only as approved () Distribution limited to defence departments and Canadian defence contractors; further distribution only as approved () Distribution limited to government departments and agencies; further distribution only as approved () Distribution limited to defence departments; further distribution only as approved () Other (please specify):		
12. DOCUMENT ANNOUNCEMENT (any limitation to the bibliographic announcement of this document. This will normally correspond to the Document Availability (11). However, where further distribution (beyond the audience specified in 11) is possible, a wider announcement audience may be selected.) UNLIMITED		

UNCLASSIFIED

UNCLASSIFIED

SECURITY CLASSIFICATION OF FORM

13. ABSTRACT (a brief and factual summary of the document. It may also appear elsewhere in the body of the document itself. It is highly desirable that the abstract of classified documents be unclassified. Each paragraph of the abstract shall begin with an indication of the security classification of the information in the paragraph (unless the document itself is unclassified) represented as (S), (C), (R), or (U). It is not necessary to include here abstracts in both official languages unless the text is bilingual).

This document describes and illustrates procedures used by the two libraries at DRES to fulfil their day-to-day obligations and to meet their objectives. The procedures whereby DRES must interact with other DND components, such as the field of document retrieval, are also described.

14. KEYWORDS, DESCRIPTORS or IDENTIFIERS (technically meaningful terms or short phrases that characterize a document and could be helpful in cataloguing the document. They should be selected so that no security classification is required. Identifiers, such as equipment model designation, trade name, military project code name, geographic location may also be included. If possible keywords should be selected from a published thesaurus, e.g. Thesaurus of Engineering and Scientific Terms (TEST) and that thesaurus-identified. If it is not possible to select indexing terms which are Unclassified, the classification of each should be indicated as with the title.)

Procedures

Library

Information Service

Manual

Defence Research Establishment Suffield

UNCLASSIFIED

SECURITY CLASSIFICATION OF FORM